

William Rambaum & Associates, P.A.

CLIENT REVIEW AND OPINION SURVEY

At William Rambaum & Associates, P.A. we have recently implemented a TOTAL QUALITY INITIATIVE. In an effort to provide you with the highest level of service and satisfaction, and to better serve your needs, we are asking you to candidly answer these questions and give us your rating. Your responses are confidential and anonymous.

Thank you in advance for your time!

Rating Scale		
Exceptional	Rarely equaled by other law firms. William Rambaum & Associates, P.A. is the firm I hire for my legal needs.	A
Above Average	Exceeds my expectations frequently. I usually call William Rambaum & Associates, P.A. first.	B
Average	Satisfactorily meets my standards. William Rambaum & Associates, P.A. isn't my first choice.	C
Below Average	Failed to meet my standards in a material way. I am seeking other counsel.	D
Unacceptable	Without a significant and sustained effort by William Rambaum & Associates, P.A. to improve, I will discontinue using the firm.	F

RESPONSIVENESS	RATING	
	Attorney	Staff
Available and accessible.		
Offers a variety of ways to communicate.		
Consistently delivers work product when or before I expect it.		
Returns phone calls as promptly as I wish.		
Available for appointments at times, days, and locations that are convenient for me.		
Overall Rating		
<i>How can William Rambaum & Associates, P.A. improve in this regard to better serve your needs?</i>		

WORK PRODUCT	RATING	
	Attorney	Staff
Shows true knowledge of subject matter and puts it to work for me.		
Gives thoughtful and well-reasoned advice.		
Quickly focuses on and resolves key issues.		
Communicates well and in a manner I understand.		
Consistently maintains high quality.		
Gives me value for my money.		
Overall Rating		
<i>How can William Rambaum & Associates, P.A. improve in this regard to better serve your needs?</i>		

ATTITUDE and ATMOSPHERE	RATING	
	Attorney	Staff
Works well with me.		
Enthusiastic about helping me achieve my goals.		
I enjoy working with the attorney and staff.		
I feel welcomed upon entering the office.		
The feeling of the office is warm and cozy.		
The temperature of the office suited my needs.		
Overall Rating		
<i>How can William Rambaum & Associates, P.A. improve in this regard to better serve your needs?</i>		

COST EFFECTIVENESS AND BILLING PRACTICES	RATING	
Accurately estimates the scope of services.		
Accurately estimates cost of services.		
Appreciates relationship of legal costs to accomplishing my goals.		
Responds to my billing inquiries promptly.		
If you retained our office on a flat fee structure, the fee was disclosed to you prior to our office commencing work.		
Your fee agreement, if any was provided at the time of billing, and was easy to read and understand.		
The bills are timely and easy to understand.		
Overall Rating		
<i>How can William Rambaum & Associates, P.A. improve in this regard to better serve your needs?</i>		

INTANGIBLES	RATING	
	Attorney	Staff
I am treated as a very important client.		
Demonstrates an interest in me and an understanding of my needs and goals.		
Adds value to our relationship, by going beyond what is required for my case.		
Keeps me informed on matters of general interest, new laws, and important issues.		
Understands the value of my time.		
Treats me with respect and consideration.		
I am comfortable dealing with other staff when the attorney is not available.		
Overall Rating		
<i>How can William Rambaum & Associates, P.A. improve in this regard to better serve your needs?</i>		

Newsletter: Elder Law Express	RATING
Provides information that is interesting to me.	
Provides just the right amount of information.	
Comes as frequently as I would like to see it.	
Contains articles that are relevant to my life.	
Comes in a format that is easy to read.	
Overall Rating	
<i>How can William Rambaum & Associates, P.A. improve in this regard to better serve your needs?</i>	

Website: www.rambaumlaw.com	RATING
Provides information that is interesting to me.	
Provides just the right amount of information.	
Is easily navigated.	
Contains articles that are relevant to my life.	
Comes in a format that is easy to read.	
Overall Rating	
<i>How can William Rambaum & Associates, P.A. improve in this regard to better serve your needs?</i>	

Please rate the importance of the following when choosing a lawyer or law firm.				
CHARACTERISTIC	VERY IMPORTANT	IMPORTANT	NEUTRAL	NOT IMPORTANT
Referral Source				
Certifications				
Years of Experience				
Firm Professional Reputation				
Attorney Professional Reputation				
Professional Affiliations				
Personal Relationship/Trust				
Expertise in a Particular Area				
Free Initial Consultation				
Variety of Services Offered				
Responsiveness/Client Service				
Cost				
Value for your money				
Quality of Work				
Website				
E-mail availability				
Look and feel of the office				
Reception from office staff				
Understands the value of my time				

What can we do to strengthen our professional relationship with you?				
	Yes	No	I don't know	Description
Add expertise in areas I need (please identify what other areas you need)				
Improve attorney responsiveness				
Improve staff responsiveness				
Expand to new markets (please identify)				
Increase our size (staff, attorneys, offices)				
Add additional office locations				
Improve Quality of Work				
Add items to Website				
Remove items from Website				
Improve availability of appointments				
Improve availability by telephone				
Improve E-mail availability				
Give me more value for my money				
Other:				
Other:				

If you had the occasion to do so, would you refer William Rambaum & Associates, P.A. to a colleague or friend?	<input type="checkbox"/> yes	<input type="checkbox"/> no
Has attorney William Rambaum done something that is especially worth noting?		
Is there any particular staff member who has done something that is especially worth noting?		
What do you like <i>least</i> about working with William Rambaum & Associates, P.A.?		
What do you like <i>most</i> about working with William Rambaum & Associates, P.A.?		
Please list any other comments, concerns, questions, or suggestions.		

Please return at your earliest convenience in the enclosed self-addressed, stamped envelope.

*Thank you for your time!
Your efforts will certainly help us serve you better!*